

Grey Highlands Public Library

Policy Type: **Human Resources**

Policy Number: **30-01**

Policy Title: **Patron Code of Conduct**

Policy Approval Date: **17/05/01**

Last Review Date: **Feb. 19/20**

Chair Signature



Policy Review Date: **February 19, 2020**

PURPOSE

The code of conduct defines behaviour appropriate for all library staff, patrons, materials and property within the Grey Highlands Public Library. It will be enforced to ensure the comfort and protection all persons who use the facilities and services. It applies everywhere the Library conducts its business, whether on Library property, in the community, over the phone or email and through our website.

APPLICATION

Welcome to the Grey Highlands Public Library. Our goal is to ensure that everyone has a positive experience when using the Library and its services.

Please remember to...

Be respectful of others.

- Be considerate of the tone and volume of your conversations.
- Set your mobile device to vibrate or mute.
- Follow the Internet Use Policy while using the Internet.
- Respect the sensibilities of others when viewing materials in the Library.
- Get permission of people in photos or videos you are taking. Parents or guardians must provide permission for children. Photographing, filming, or video-recording within the Library requires library staff approval in advance.
- Respect others with sensitivities to scents (i.e. perfumes, smoke, hygiene)
- Members of the public must wear shirts, shoes and other appropriate attire. Use of sports equipment is not allowed on library property.
- Report disruptive behaviour to a Library employee.

Be respectful of Library property.

- Use the Library's materials, computers, equipment, and furniture with care. Please keep library materials clean and in good condition so that they may be enjoyed again. When visiting the library, please use resources and spaces for their intended purpose to ensure a positive experience for all.
- Check with Library employees if there are restrictions on what and where you can eat.
- Throw out or recycle your garbage.

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- Keep aisles, corridors, and spaces around you clear so others can easily access them.
- Park bicycles, scooters, and small recreational motorized vehicles outside the Library. Small items such as skateboards or roller blades can be brought in but cannot be used inside the Library or near the entrance.

Be safe.

- Always supervise children and adults in your care.
- Allow inspection of personal bags or cases when requested by library staff.
- Keep your belongings with you, as the Library is not responsible for lost items.
- Follow the instructions of Library employees.
- Animals are not permitted in the library except in authorized programs or if they are a Registered Service animal at work.

Unacceptable Behaviour

Any behavior or activity that impedes use of Library spaces is unacceptable. These behaviours and activities include, but are not limited to:

- Disruptive, abusive, insulting, lewd, harassing and threatening behavior toward patrons and staff members.
- Use and/or possession of alcohol, cannabis, illegal drugs, drug or alcohol paraphernalia and containers.
- Using the Library while under the influence of alcohol or drugs.
- Smoking and vaping in the library and with 20 metres of library property.
- Theft and vandalism.
- Posting notices, soliciting and engaging in commercial activities without approval.
- Printing and photocopying that does not comply with the Canadian Copyright Act.
- Entering "Employee Only" areas unless authorized by library staff.
- Possession of weapons of any kind.

We ask that you respect the Patron Code of Conduct and follow all Library policies. Employees make every effort to apply these policies in a fair, dignified and positive manner for the benefit of everyone. Anyone choosing to disrespect the policies of the Library and refusing to modify behaviour will be asked to leave. This could result in suspension of Library privileges, eviction from the Library, cost-recovery charges, and/or prosecution.

The library is committed to meeting the needs of patrons with disabilities and will provide, upon request, alternate formats and communication supports, in compliance with the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Appendix

Suspended individuals will not have access to Library facilities, property, services and resources for the duration of the suspension. Suspensions are imposed at the discretion of the Library. Suspended individuals will be informed of how they violated the Conduct Policy. Suspensions will be based on the severity of the breach as follows:

One-Day Suspension

- Minor breach of Library rules.

Three-Month Notice of Trespass

- Major or repeated breaches of the Library's Patron Conduct Policy.
- Repeated breaches will result in Notice of Trespass.

Six-Month Notice of Trespass

- Illegal behaviour, abuse of staff members or visitors, damage to Library property.
- Repeated breaches will result in additional extensions to the Notice of Trespass.

Appeals to Notice of Trespass

- Appeals to a Notice of Trespass must be sent to the Library in writing, to the attention of the CEO/Chair of the Library Board with the appellant's full name and mailing address at least one week prior to the Library Board meeting.
- All Board decisions are final; they will be delivered in writing to the appellant.
- Board meeting details can be found on the Library website or by phone.
- Notices of Trespass are active until the expiration date.
- During the appeal process, if the appellant accesses Library property, their appeal will become void.

Reinstatement of Library Privileges

Upon expiration of a Notice of Trespass, suspended individuals are required to review the Patron Conduct Policy, with a Library staff member before privileges are reinstated.

Offenses

Persons who steal, vandalize, or commit offences under the Criminal Code will be prosecuted and excluded from use of Library facilities.

Related Documents:

Original approval-2001-05-17 Motion-30-01; Revised 2020-02-19 Motion:13-20

Grey Highlands Public Library Board Emergency Policy

Grey Highlands Public Library Health and Safety Policy

Occupational Health and Safety Act R.S.O. 1990, CHAPTER O.1

Bill 168 An Act to amend the Occupational Health and Safety Act with respect to violence and Harassment in the workplace and other matters. R.S.O. 2009 Chapter 2

Bill 132: An Act to amend various statutes with respect to sexual violence, sexual harassment, domestic violence and related matters (Statutes of Ontario, 2016, Chapter 2)

